

January 28, 2021

BY ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk Rhode Island Public Utilities Commission 89 Jefferson Boulevard Warwick, RI 02888

RE: Docket 4770 – Application of The Narragansett Electric Company d/b/a National Grid for Approval of a Change in Electric and Gas Base Distribution Rates

<u>Low-Income Monthly Reports – December 2020</u>

Dear Ms. Massaro:

On behalf of National Grid,¹ I have enclosed an electronic copy² of the Company's Low-Income Monthly Report for December in the above-referenced docket.

Thank you for your attention to this matter. If you have any questions, please contact me at 781-907-2121.

Very truly yours,

Raquel J. Webster

Enclosure

cc: Docket 4770 Service List Linda George, Division John Bell, Division Al Mancini, Division Christy Hetherington, Esq. Leo Wold, Esq.

¹ The Narragansett Electric Company d/b/a National Grid (National Grid or the Company).

² Per Commission counsel's update on October 2, 2020, concerning the COVID-19 emergency period, the Company is submitting an electronic version of this filing. The Company will provide the Commission Clerk with five (5) hard copies of the enclosures upon request.

ا	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY							
	CATIEN NEPONTS - MAPPING	Consul Build with	DAIA JOUILE	GEOSSANT							
1		General Residential Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	Calculated	Line 1a+1b							
1.a	Credit and Collections Activity Report line 1	Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	CCAE Query	Number of accounts that are (1) service accounts, (2) in an "active" or "pending final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM field. Note, if there is an active religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to 'C' regardless of the rate class. Thus, churches are not included in this residential reporting.							
1.b		Number of FINAL Residential Accounts, includes discount rate and AMP accounts	CCAE Query	Number of accounts that are (1) service accounts, (2) in an "final" status, and (3) coded "R" in the 02/01 billing account table in the CD-RES-COMM filed. Note, if there is a nactive religious special notation (on the 04/51 table with a value of 056, 057, 058) for an account, the CD-RES-COMM will be set to "C' regardless of the rate class. Thus, churches are not included in this residential reporting.							
2	Credit and Collections Activity	Total Billed, does not include ESCO Average active residential account bill (line 2 / line 1.a)	Page Center Rpt (NECO RP 82) Calculated	Dollars billed to residential accounts in the reporting month, excluding ESCO commodity charges Line 2 divided by Line 1.a							
3	Report line 2		PageCenter Rpt CN778								
4		Total Receipts		All payments for Active and Non-Active Accounts- 60/40 allocation							
6		Total Number of Accounts Protected through SPECIAL PROTECTIONS Number of Standard Accounts Protected	Calculated Calculated	Sum of lines 6 and 7 Sum of lines 6.a through 6.f							
6.a 6.b		Elderly Infant	CCAE Query CCAE Query	Number of standard active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly) Number of standard active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)							
6.c		Handicapped	CCAE Query	Number of standard active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of standard active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare). Note: CHC code 35 is							
6.d		Welfare	CCAE Query	not used in practice, as all welfare is by definition low income.							
6.e		Unemployed Seriously ill	CCAE Query CCAE Query	Number of standard active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed) Number of standard active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code							
6.f 7		Number of Low-Income Accounts Protected	Calculated	Sum of lines 7.a through 7.f							
7.a 7.b		Elderly Infant	CCAE Query CCAE Query	Number of low-income active accounts coded Elderly under collection handling codes 11 (Low Income Elderly) or 12 (Elderly) Number of low-income active accounts coded Infant under collection handling codes 44 (Low Income Infant) or 43 (Infant)							
7.0		Handicapped	CCAE Query	Number of low-income active accounts coded Handicapped under collection handling codes 46 (Low Income Handicapped) or 45 (Handicapped). Note							
7.c				that "Handicapped" is the term used in the Division's Rules for Terminations to identify persons with disabilities. Number of low-income active accounts coded Welfare under collection handling codes 38 (Low Income Welfare) or 35 (Welfare).							
7.d		Welfare	CCAE Query	Note: CHC code 35 is not used in practice, as all welfare is by definition low income.							
7.e		Unemployed	CCAE Query	Number of low-income active accounts coded Unemployed under collection handling codes 39 (Low Income Unemployed) or 33 (Unemployed)							
7.f		Seriously ill Delinquency (Includes Active and Pending final accounts)	CCAE Query	Number of low-income active accounts coded Serious Illness under suspend code 71 and NOT coded with a RI protections collection handling code							
8		Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a hill	Calculated	Line 8.a + 8.b							
8.a		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA							
8.b		Number of accounts reported above without an active DPA Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of	CCAE Query	Number of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA							
9		a bill	Calculated CCAE Query	Line 9.a + 9.b							
9.a 9.b		Dollar Value of accounts reported above that have an active DPA Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old that are on an active DPA Dollar value of accounts with oldest arrears aged at least 30 days old but less than 60 days old without an active DPA							
10		Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 10.a + 10.b							
10.a 10.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA Number of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA							
LU.D		Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of	Calculated	Indition of accounts with oldest arrears aged at least 60 days old but less than 30 days old without an active bra							
l1 l1.a		a bill Dollar Value of accounts reported above that have an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old that are on an active DPA							
l1.b		Dollar Value of accounts reported above without an active DPA	CCAE Query	Dollar value of accounts with oldest arrears aged at least 60 days old but less than 90 days old without an active DPA							
12		Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 12.a + 12.b							
12.a 12.b		Number of accounts reported above that have an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old that are on an active DPA							
14.0		Number of accounts reported above without an active DPA	CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA							
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133 133.a 133.b 134.b 144.a 144.b 155 15.a 15.b 166 177 18 18 199 20 21 21.a 21.d 21.d 22.d 24.d 24.a	DKT 1725 line 6; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 4	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA Total Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Total Pollar value of delinquent accounts Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Total Active and Pending Final A/R Collection Agencies Number of Desser ferred to collection agencies Payment Plans Number of new payments plans, not including AMP Number of acses referred to active payments Number of active payment agreements Number of active payment agreements Number of formpany issued non-Step plans Number of Company issued non-Step plans Number of Commission sanctioned "October Rule" payment plans Number of service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment in excess of \$1000 Ratio of service disconnections for non-payment to total Residential Customers	CCAE Query Calculated CCAE Query Calculated CCAE Query Calculated COII Agency Performance Report CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8.a, 10. a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b Sum of lines 9.b, 11b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15. + 15.b Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a status of defaulted and the last status change date within the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule payment plans Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E)1 or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP temporary service restoration payment plans whose terms were most recently outlined in Orders 23697 (and 23786) Count of unique residential account numbers represented among all disconnect notices							
13 13.a 13.b 14 14.1 14.b 15.1 15.a 16.a 17 19 20 21 21.c 21.d 22.d 24.a 24.a 24.b	DKT 1725 line 8 DKT 1725 line 6; Credit and Collections Activity Report line 5 DKT 1725 line 3; Credit and Collections Activity Report line 6; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 2; Credit and Collections Activity Report line 7; Terminations and Reconnects Report DKT 1725 line 5 DKT 1725 line 4	Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill Dollar value of accounts reported on above that have an active DPA Dollar value of accounts reported above without an active DPA Total Number of accounts reported above without an active DPA Total Number of accounts reported above without an active DPA Number of accounts reported above without an active DPA Total Dollar Value of delinquent accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Dollar Value of accounts reported above without an active DPA Total Dollar Value of current accounts Total Active and Pending Final A/R Collection Agencies Number of cases referred to collection agencies Payment Plans Number of cases referred to collection agencies Payment Plans Number of new payments plans, not including AMP Number of of payment plans defaulted Number of active payment agreements Number of active payment agreements Number of formpany issued non-Step plans Number of Company issued non-Step plans Number of formpany issued non-Step plans Number of formpany issued non-Step plans Number of service Disconnections for non-payment plans Number of new budget plans, not including AMP Shut-Offs Number of service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment on accounts with NO special protection Number of Service Disconnections for non-payment in excess of \$1000 Rumber of Service Disconnections for non-payment to total Residential Customers Average balance of Service Disconnections for non-payment accounts with NO special protection Average balance of Service Disconnections for non-payment accounts with NO special protection	CCAE Query Calculated CCAE Query Calculated CAE Query Calculated COLAE Query CCAE Query	Number of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Dollar value of accounts with oldest arrears aged at least 90 days old without an active DPA Line 14.a + 14.b Sum of lines 8.b, 10.a, and 12.a Sum of lines 8.b, 10.b, and 12.b Line 15.a + 15.b Sum of lines 8.b, 10.b, and 13.b Dollar value of accounts with oldest arrears aged less than 30 days Line 15.a + 15.b Count of unique residential account numbers refered to tier 1 collection agencies Count of non-AMP payment plans with a start date in the reporting month Count of non-AMP payment plans with a status of defaulted and the last status change date within the reporting month The total of Active Step-plan agreements, Company issued non-Step plans, regulatory order non-Step plans and Commission sanctioned "October Rule payment plans." Count of active non-AMP payment plans with terms adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and no indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP payment plans with terms not adhering to those outlined in 810-RICR-10-00-1.15(E) or (E)2 and an indication that the plan was authorized by the Division Count of active non-AMP temporary service restoration payment plans whose terms were most recently outlined i							
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	OTHER REPORTS - MAPPING		DATA SOURCE	GLOSSARY
	OTHER REPORTS - MIAPPING		BAIAGONEL	GLOSSANT C
		Number of Service Restorations within 7 days of termination on accounts WITH a special	CCAE Query	The number of accounts included above WITH a special protection as listed on lines 5 and 6
26.b	Report line 9; Terminations and Reconnects Report	protection	ed a gary	The number of decounts medical above with a special protection as sixed on mice a sixed of
27	Terminations and Reconnects	Average balance of of service restorations	CCAE Query	Sum of balances at time of restoration divided by the number of restorations
27.a	Report	Average balance of of service restorations on accounts with NO special protection	CCAE Query	The average balance of accounts included above with NO a special protection as listed on lines 5 and 6
27.b	Terminations and Reconnects Report	Average balance of of service restorations on accounts WITH a special protection	CCAE Query	The average balance of accounts included above WITH a special protection as listed on lines 5 and 6
28		Average duration of service disconnection for Service Restorations within 7 days of termination	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 24 are averaged
29		Write-Offs Number of Accounts Classified as Written-Off	Calculated	Line 29.a + 29.b
29.a		Number of Residential Accounts Classified as Written-Off	CCAE Query	Number of accounts that moved from final to write-off status in the reporting month
29.b	DKT 1725 row 10 had res and	Number of Commercial and Industrisal Classified as Written-Off	CCAE Query Calculated	Number of accounts that moved from final to write-off status in the reporting month Line 30.a + 30.b
30 30.a	com combined	Dollar Value of Accounts Classified as Written-Off Dollar Value of Residential Accounts Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
30.b	DUT ATOM	Dollar Value of Commercial and Industrisal Classified as Written-Off	CCAE Query	Dollars associated with residential accounts that moved from active A/R to write-off in the reporting month
31	DKT 1725 row 11 had res and com combined	Dollar Value of write-off recoveries	Calculated	Line 31.a + 31.b
31.a 31.b		Dollar Value of Residential write-off recoveries Dollar Value of Commercial and Industrisal write-off recoveries	CCAE Query CCAE Query	Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month Dollars associated with residential accounts that moved from write-off back to active A/R in the reporting month
32	DKT 1725 row 12 had res and com combined	Dollar value of NET A/R Write-Offs	Calculated	Line 30 minus line 31.
32.a	com combined	Dollar Value of Residential NET A/R Write-Offs	CCAE Query	Line 30.a minus line 31.a
32.b		Dollar Value of Commercial and Industrisal NET A/R Write-Offs Low Income Discount Rate	CCAE Query	Line 30.b minus line 31.b
33 33.a		Number of Low-Income Accounts Number of Accounts (no rider)	CCAE Query	Line 33.a + 33.b Number of accounts on a low-income rate and having NO active rider
33.b 34		Number of Accounts (with rider) Percent of customers on the low-income discount	CCAE Query Calculated	Number of accounts BOTH on a low-income rate and having an active rider Line 33 divided by line 1.a
35		Total receipts	CCAE Query	All payments posted to low income accounts during the reporting month
36 36.a		Total receipts paid by LIHEAP Total receipts paid by Regular LIHEAP	Calculated CCAE Query	Line 36.a + 36.b Subset of line 35 with a source code of Regular LIHEAP
36.b 37		Total receipts paid by Crisis LIHEAP Total number of customers receiving a LIHEAP payment for the month	CCAE Query CCAE Query	Subset of line 35 with a source code of Crisis LIHEAP Number of accounts coded low income to which a LIHEAP payment posted during the reporting month
38		Total billed	CCAE Query	Subset of line 1 attributed to low-income accounts
		Delinquency Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after	Calculated	Line 39.a + 39.b
39 39.a		issuance of a bill Number of accounts reported above that have an active DPA	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days HAVING an active DPA
39.b		Number of accounts reported above without an active DPA Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after	CCAE Query	Accounts on a low-income rate with oldest debits aged between 30-59 days having NO active DPA
40		issuance of a bill	Calculated	Line 40.a + 40.b
40.a 40.b		Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 39.a Dollar value of total A/R on accounts reported in line 39.b
41		Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	Calculated	Line 41.a + 41.b
41.a 41.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query CCAE Query	Accounts on a low-income rate with oldest debits aged between 60-89 days HAVING an active DPA Accounts on a low-income rate with oldest debits aged between 60-89 days having NO active DPA
		Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after		Line 42.a + 42.b
42 42.a		issuance of a bill Dollar value of accounts reported above that have an active DPA	CCAE Query	Dollar value of total A/R on accounts reported in line 41.a
42.b		Dollar value of accounts reported above without an active DPA Number of low-income delinquent accounts with oldest arrears aged 90+ Days after	CCAE Query	Dollar value of total A/R on accounts reported in line 41.b
43 43.a		issuance of a bill	Calculated CCAE Query	Line 43.a + 43.b
43.b		Number of accounts reported above that have an active DPA Number of accounts reported above without an active DPA	CCAE Query	Accounts on a low-income rate with oldest debits aged 90 or older days HAVING an active DPA Accounts on a low-income rate with oldest debits aged 90 days or older having NO active DPA
44		Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	Calculated	Line 44.a + 44.b
44.a 44.b		Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	CCAE Query CCAE Query	Dollar value of total A/R on accounts reported in line 43.a Dollar value of total A/R on accounts reported in line 43.b
45 45.a		Total Number of low-income delinquent accounts Number of accounts reported above that have an active DPA	Calculated Calculated	Line 45.a + 45.b Sum of lines 39.a, 41.a and 43.a
45.b		Number of accounts reported above without an active DPA	Calculated	Sum of lines 39.b, 41.b and 43.b
46 46.a		Total Dollar Value of low-income delinquent accounts Dollar value of accounts reported above that have an active DPA	Calculated Calculated	Line 46.a + 46.b Sum of lines 40.a, 42.a and 44.a
46.b		Dollar value of accounts reported above without an active DPA Shut-Offs	Calculated	Sum of lines 40.b, 42.b and 44.b
47		Number of low-income Accounts Sent Notice of Disconnection Number of low-income Service Disconnections for Non-Payment	CCAE Query CCAE Query	Subset of line 21 attributable to low-income accounts Subset of line 22 attributable to low-income accounts
48		Ratio of low-income service disconnections for nonpayment to total low-income	Calculated	Subset of line 22 attributable to low-income accounts Line 48 divided by line 33
49		Residential Customers Restorations		· · · · · · · · · · · · · · · · · · ·
50		Number of low-income Service Restorations for non-payment	CCAE Query	Subset of line 22 attributable to low-income accounts
51		Average duration of low-income service disconnection for restored accounts Write-Off	CCAE Query	Duration equals the restoration date minus the service termination date (in days). Durations for all restorations reported on line 50 are averaged
52		Number of low-income accounts Classified as Written-Off	CCAE Query	Subset of accounts on line 29 that are on a low-income rate
53 54 55		Dollar Value of low income accounts classified as written-off Dollar Value of low-income write-off recoveries	CCAE Query CCAE Query	Subset of line 30 associated with low-income accounts Subset of line 31 associated with low-income accounts
55		Dollar value of NET low-income A/R Write-Offs Arrearage Management Program	Calculated	Line 53 minus line 54.
56 57		Number of Accounts (total enrollees in the program)	Pat Murray / Damaris Dominguez Calculated	Number of accounts actively on AMP at time of query
58		Percent of low-income customers enrolled on the AMP Total receipts paid by enrollees	Pat Murray / Damaris Dominguez	Une 56 divided by line 33 Total CUSTOMER payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query.
59		Total billed to program participants, includes both arrears payment and current bill	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Total LIHEAP payments applied against accounts in the reporting month that were actively enrolled in AMP at the time of the query. Total "due" amounts on bills to AMP customers with a billing date in the reporting month. Includes new charges and any due monthly AMP
50 51		Total billed to program participants, includes both arrears payment and current bill Number of newly enrolled customers	Calculated	installments. Line 61.a + 61.b
		Number of newly enrolled customers: not associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that had NOT experienced a service termination immediately prior to enrollments
51.a		Number of newly enrolled customers: associated with service restoration	Pat Murray / Damaris Dominguez	Number of AMP agreements with a start date in the reporting month that HAD experienced a service termination immediately prior to enrollments
61.b 62		Number of customers exited the program	Calculated	Line 62.a + 62.b
62.a 62.b		Number of customers exited the program by default Number of customers exited the program by cancellation	Pat Murray / Damaris Dominguez Pat Murray / Damaris Dominguez	Number of AMP agreements with an end date in the reporting month and a status of defaulted Number of AMP agreement with an end date in the reporting month and a status of cancelled
63		Number of customers successfully completing a 12-month program	Calculated	Number of AWP agreement with an end date in the reporting month and a status of canceled Line 63.a + 63.b
63.a		Number of customers successfully completing a 12-month program with remaining arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed with arrears remaining on the account
63.b		Number of customers that have fully completed the program with full pay-down to zero arrears	Pat Murray / Damaris Dominguez	Number of AMP agreement with an end date in the reporting month and a status of completed and no arrears remaining on the account
64		Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill	Pat Murray / Damaris Dominguez	Subset of line 55 having arrears aged 60 days or greater
		issuance of a bill Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	Pat Murray / Damaris Dominguez	Total A/R on the accounts reported in line 63
65 66		Number of AMP program participants receiving LIHEAP	Pat Murray / Damaris Dominguez	Number of accounts actively on AMP at time of query with at least one LIHEAP-sourced payment in the reporting month
67		Percent of AMP customers receiving LIHEAP payments	Calculated	Line 66 divided by line 56

	Dec-1	9	Jan-20		Feb-20		Mar-20		Apr-20		May-20		Jun-20		Jul-20	Aug-2	:0	Sep-2	0	Oct-20	Nov-20	Dec-20
	Electric	Gas		Gas		as	Electric Gas	5	Electric Gas	s E		Gas		Gas	Electric Gas	Electric	Gas	Electric	Gas	Electric Gas	Electric Gas	Electric Gas
General Residential																						
1 Number of Residential Accounts, includes discount rate and AMP accounts (Active and Final)	462,854	263,296	450,512	257,018	450,309 2	256,801	450,316 256	5,771	450,501 256	6,688	450,479	256,473	450,469	256,122	450,601 256,	19 450,744	255,861	450,789	255,914	451,054 256,083	451,263 256,508	451,451 256,63
1.a Number of ACTIVE Residential Accounts, includes discount rate and AMP accounts	441,787	251,875	442,083	251,969	442,291 2	52,069	442,301 251	1,897	442,478 251	1,834	442,464	251,599	442,454	251,248	442,586 251,	45 442,729	250,987	442,774	251,040	443,019 251,318	443,233 251,752	443,418 251,8
1.b Number of FINAL Residential Accounts, includes discount rate and AMP accounts	21,067	11,421	8,429	5,049	8,018	4,732	8,015 4	1,874	8,023	4,854	8,015	4,874	8,015	4,874	8,015 4,	74 8,015	4,874	8,015	4,874	8,035 4,765	8,030 4,756	8,033 4,70
2 Total Billed, does not include ESCO	\$50,576,624 \$	35,571,073	\$60,515,378 \$46	6,331,683	\$48,129,743 \$38,9	15,396	\$47,207,027 \$36,163	3,008 \$	46,253,989 \$30,056	6,840 \$43	3,428,945 \$25,0	091,761	\$44,969,329 \$11	,706,749	\$66,637,948 \$8,914,	38 \$81,419,546	\$8,764,246	\$57,646,292	\$8,223,757	\$46,990,900 \$10,158,138	\$48,236,571 \$19,110,382	\$54,340,468 \$31,760,15
3 Average active residential account bill (line 2 / line 1.a)	\$114.48	\$141.23	\$136.89	\$183.88	\$108.82 \$	154.38	\$106.73 \$14	13.56	\$104.53 \$11	19.35	\$98.15	\$99.73	\$101.64	\$46.59	\$150.56 \$35	49 \$183.90	\$34.92	\$130.19	\$32.76	\$106.07 \$40.42	\$108.83 \$75.91	\$122.55 \$126.
4 Total Receipts	\$21,102,488 \$	14,068,325	\$24,069,568 \$16	6,046,379	\$25,677,600 \$18,9	18,400	\$24,450,319 \$16,300	0,213 \$	21,628,692 \$14,419	9,128 \$20	0,471,432 \$13,	647,621	\$19,586,462 \$13	,057,641	\$26,856,555 \$3,662,	58 \$32,309,978	\$4,405,906	\$33,111,574	\$4,515,215	\$31,216,648 \$4,256,816	\$26,382,637 \$3,597,632	\$31,425,509 \$4,285,29
5 Total Number of Accounts Protected through SPECIAL PROTECTIONS	6,698	4,253	6,731	4,283	6,706	4,249	6,773 4	1,298	6,790	4,296	6,745	4,260	6,773	4,250	6,826 4,	87 6,767	4,250	6,734	4,232	6,655 4,182	6,666 4,188	6,660 4,18
6 Number of Standard Accounts Protected	3,970	2,535	4,008	2,569	3,875	2,468	3,942 2	2,478	3,974 2	2,484	3,949	2,477	3,884	2,412	3,975 2,	59 4,012	2,457	4,084	2,507	4,166 2,522	4,246 2,557	4,242 2,59
6.a Elderly	1,029	733	1,060	753	1,012	711	1,057	745	1,057	742	1,050	744	1,045	725	1,108	54 1,136	757	1,133	773	1,145 776	1,172 788	1,172 80
6.b Infant	325	224	329	222	307	216	297	198	297	198	303	196	278	178	278	.80 289	188	309	198	328 205	337 214	338 2:
6.c Handicapped	287	157	287	165	293	175	283	151	304	163	309	178	297	163	303	.67 454	256	320	171	327 164	348 179	359 18
6.d Welfare	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	1 0	1	0	1	0 :	0 1	0
6.e Unemployed	13	5	13	5	13	5	19	9	41	20	51	28	62	36	69	43 73	44	74	44	74 44	79 48	79
6.f Seriously ill	2,316	1,416	2,319	1,424	2,250	1,361		1,375		1,361	2,236	1,330	2,202	1,309	2,217 1,		1,211	2,248	1,320	2,292 1,332	2,310 1,327	2,294 1,34
7 Number of Low-Income Accounts Protected	2,728	1,718	2,723	1,714	2,831	1,781	,	1,820	•	1,812	2,796	1,783	2,889	1,838	2,851 1,	2,755	1,793	2,650	1,725	2,489 1,660	2,420 1,631	2,418 1,58
7.a Elderly	714	451	727	463	764	496	703	517	780	512	783	509	790	518	700	26 796	527	754	503	718 488	706 483	716 48
7.b Infant	349	286	326	272	325	261	231	241	296	241	286	234	306	244		36 270	222	243	201	217 189	204 178	198 10
7.c Handicapped	307	166	319	168	347	177	309	177	319	187	324	198	328	190	325	90 476	272	295	175	276 170	271 165	268 10
7.d Welfare	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0	0	0	0	0 (0 0	0
7.e Unemployed	2	1	1	1	1	1	2	2	5	2	10	2	14	4	17	5 16	5	16	7	15	22 11	25
7.f Seriously ill	1,356	814	1,350	810	1,394	846	1,446	883	1,416	870	1,393	840	1,451	882	1,430	71 1,197	767	1,342	839	1,263 806	1,217 794	1,211 7
Delinquency (Includes Active and Pending final accounts)																						
8 Number of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	56,469	33,969	36,027	23,551		26,761	40,244 24	1,810		0,124	29,030	16,427	31,190	17,175	29,406 13,		14,182	39,849	15,244	33,776 15,357	32,661 17,412	33,299 19,3:
8.a Number of accounts reported above that have an active DPA	727	468	1,163	901	1,367	1,003	983	704	760	487	667	379	633	301	554	49 729	104	835	103	548 114	421 112	463 24
8.b Number of accounts reported above without an active DPA	55,742	33,501	34,864	22,650	,	25,758		1,106	. ,	9,637	28,363	16,048	30,557	16,874	28,852 13,		14,078	39,014	15,141	33,228 15,243	32,240 17,300	32,836 19,00
9 Dollar Value of delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	1 / 1 / 1	\$6,226,127	\$11,168,730 \$7	,,	1 -7 7- 1-7-	18,838	\$12,446,164 \$9,242	,	11,588,256 \$8,293	-, 1 -	0,809,510 \$7,	,	1 -7 7 1-	,021,336	\$9,815,138 \$2,825,		1 / - /	\$18,360,674	\$2,245,111	\$14,033,811 \$2,363,416	\$11,774,119 \$2,691,538	\$11,982,818 \$4,837,7
9.a Dollar Value of accounts reported above that have an active DPA	\$1,825,547	\$646,023		\$898,110	. , . , , ,	84,432	\$1,846,778 \$1,076		\$1,177,428 \$665		-,,	,		\$568,614	\$1,105,198 \$316,		\$235,865	\$1,664,097	\$224,443	\$1,564,110 \$276,195	\$1,408,842 \$266,793	\$1,270,268 \$367,60
9.b Dollar Value of accounts reported above without an active DPA	1 -77	\$5,580,104	\$9,296,069 \$6	6,590,240	\$11,096,562 \$8,1	34,406	\$10,599,386 \$8,166		10,410,828 \$7,628	8,395 \$9	9,704,856 \$6,	468,507	\$8,992,885 \$5	,452,722	\$8,709,940 \$2,509,		\$2,021,692	\$16,696,578	\$2,020,668	\$12,469,701 \$2,087,220	\$10,365,277 \$2,424,745	\$10,712,549 \$4,470,10
Number of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	21,424	10,025	14,539	8,187	14,835	9,692		2,567		3,564		10,714	13,600	8,516	13,290 7,		6,374	14,980	6,005	18,172 5,817	16,270 6,289	13,008 6,2
10.a Number of accounts reported above that have an active DPA	1,480	558	1,604	847	, ,	1,354	, , , ,	1,523	1,203	883	1,053	698	954	567	825	75 777	223	1,033	161	1,300 192	968 230	699 2:
10.b Number of accounts reported above without an active DPA	19,944	9,467	12,935	7,340	,	8,338		1,044		2,681	15,238	10,016	12,646	7,949	12,465 7,		6,151	13,947	5,844	16,872 5,625		12,309 6,03
Dollar Value of delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	1 - 7 7	\$2,007,103	\$5,360,947 \$2	-,00-,0	T 0, - 00, 0 . 0 T ., 0	60,081	\$7,932,080 \$5,515	,	\$8,037,428 \$6,259	-, -	7,448,856 \$5,	- /-	T. /-0 ./0.0 T.	,937,694	\$6,395,682 \$3,945,	1 . , ,	1 / /	,,	\$1,641,106	\$11,467,502 \$1,520,503	\$9,919,551 \$1,754,804	\$7,448,439 \$1,754,0
11.a Dollar Value of accounts reported above that have an active DPA	\$1,655,276	\$404,978	. , .,	\$474,936		11,974	\$1,699,767 \$882	<i>,</i> .	\$996,693 \$599	-, -		554,762	1 , -	\$564,952	\$985,245 \$503,	, , , , , ,	\$275,062	\$1,068,621	\$208,281	\$1,662,583 \$207,490	\$1,558,143 \$248,020	\$1,030,234 \$191,24
11.b Dollar Value of accounts reported above without an active DPA	1 / /	\$1,602,125	\$4,084,964 \$2	, . ,	1 / -/ 1-/-	348,106	\$6,232,313 \$4,633	, .	\$7,040,734 \$5,660	.,	6,518,485 \$4,	,	1 - 7 - 7 - 1	,372,743	\$5,410,437 \$3,441,	, . , ,	1 ,,	\$7,385,413	\$1,432,825	\$9,804,918 \$1,313,013	\$8,361,407 \$1,506,784	\$6,418,204 \$1,562,83
12 Number of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	49,222	28,828	45,751	26,071		23,843		5,491		0,686	53,165	33,997	52,257	34,954	51,562 36,		37,483	51,389	36,533	54,648 35,900	60,417 36,024	63,210 35,75
12.a Number of accounts reported above that have an active DPA	12,123	5,576	9,990	4,210	9,372	3,851	-,	3,811	-, -	2,873	6,087	3,090	6,619	3,615	7,305 4,	-,	3,997	6,021	3,696	7,462 4,049	8,803 4,270	8,080 3,50
12.b Number of accounts reported above without an active DPA	37,099	23,252	35,761	21,861		19,992		1,680		7,813	47,078	30,907	45,638	31,339	44,257 31,		33,486	45,368	32,837	47,186 31,853	51,614 31,754	55,130 32,19
Dollar Value of delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill		20,099,883	\$32,392,338 \$19	9,090,697	\$31,632,079 \$17,9	44,625	\$32,965,511 \$19,299	9,358 \$	36,984,938 \$22,553		9,608,745 \$25,	134,446	\$40,754,032 \$26		\$43,203,552 \$29,000,			\$46,724,416 \$		\$51,395,635 \$29,577,066	\$57,777,198 \$29,534,097	\$63,107,442 \$29,584,09
13.a Dollar value of accounts reported on above that have an active DPA	70,000,000	\$3,314,300		2,546,223	\$4,990,057 \$2,1	77,028	\$4,785,009 \$2,103	3,967	\$3,977,861 \$1,814		4,238,783 \$2,	,		,464,172	\$5,514,961 \$3,056,	, ,	\$2,958,450	. , ,	\$2,601,669	\$5,615,064 \$2,869,395	\$6,844,646 \$2,958,010	\$6,241,409 \$2,306,10
13.b Dollar value of accounts reported above without an active DPA	\$25,888,850 \$		\$26,982,372 \$16				\$28,180,502 \$17,195		33,007,078 \$20,738		5,369,962 \$23,	,	\$35,872,309 \$24	, ,	\$37,688,591 \$25,944,		, , , , ,	\$42,115,820 \$		\$45,780,570 \$26,707,672	\$50,932,552 \$26,576,088	\$56,866,033 \$27,277,99
14 Total Number of delinquent accounts	127,115	72,822	96,317	57,809		60,296		2,868	•	4,374	,	61,138	97,047	60,645	94,258 57,	_	58,039	106,218	57,782	106,596 57,074	109,348 59,725	109,517 61,3
14.a Number of accounts reported above that have an active DPA	14,330	6,602	12,757	5,958		6,208		5,038	-,	4,243	7,807	4,167	8,206	4,483	8,684 4,		4,324	7,889	3,960	9,310 4,355	10,192 4,612	9,242 4,03
14.b Number of accounts reported above without an active DPA	112,785	66,220	83,560	51,851	, -	54,088		5,830		0,131	90,679	56,971	88,841	56,162	85,574 53,		53,715	98,329	53,822	97,286 52,719	99,156 55,113	100,275 57,29
15 Total Dollar Value of delinquent accounts	\$52,015,153 \$		\$48,922,014 \$29		\$51,262,666 \$31,3		\$53,343,756 \$34,058		556,610,622 \$37,106		7,867,111 \$37,		\$58,016,929 \$37		\$59,414,372 \$35,771,			\$73,539,124 \$		\$76,896,948 \$33,460,985	\$79,470,867 \$33,980,439	\$82,538,698 \$36,175,9
15.a Dollar Value of accounts reported above that have an active DPA	,,	\$4,365,300	\$8,558,610 \$3	-,,	1 - 7 - 7 - 7 - 7 - 7	73,434	\$8,331,554 \$4,062	-	\$6,151,982 \$3,079	.,	6,273,808 \$3,	- ,	1 // 1	,597,737	\$7,605,404 \$3,876,	, ,	1 - 7 7	\$7,341,314	1 - 7 7	\$8,841,758 \$3,353,080	\$9,811,631 \$3,472,822	\$8,541,912 \$2,864,9
15.b Dollar Value of accounts reported above without an active DPA	\$41,636,124 \$		\$40,363,405 \$25		\$42,513,975 \$27,2		\$45,012,202 \$29,995		50,458,640 \$34,027		1,593,303 \$34,		\$51,016,330 \$34		\$51,808,969 \$31,895,			\$66,197,810 \$		\$68,055,190 \$30,107,905	\$69,659,236 \$30,507,617	\$73,996,786 \$33,310,99
16 Total Dollar Value of current accounts	\$35,498,526 \$				\$39,209,892 \$28,3		\$35,066,808 \$22,460	,	35,407,641 \$21,004		3,530,144 \$16,		\$33,698,657 \$8	, ,	\$54,167,851 \$7,573,			\$46,511,817		\$37,208,315 \$8,990,663	\$ \$35,686,158 \$13,877,421	\$39,649,051 \$22,749,10
17 Total Active and Pending Final A/R	\$87,513,680 \$	49,382,891	\$95,169,569 \$61	1,222,920	\$90,472,558 \$59,7	10,022	\$88,410,564 \$56,518	3,311 \$	92,018,262 \$58,111	1,385 \$91	1,397,255 \$54,	442,328	\$91,715,586 \$46	,653,471	\$113,582,223 \$43,345,	93 \$127,479,487	\$42,411,271	\$120,050,941 \$	41,160,592	\$114,105,263 \$42,451,649	\$115,157,026 \$47,857,860	\$122,187,750 \$58,925,10
Collection Agencies																						
18 Number of cases referred to collection agencies	2,138	1,333	1,770	1,099	1,495	1,035	1,848 1	1,271	0	0	0	0	0	0	0	0 0	0	0	0	2,071 1,334	2,059 1,259	2,035 1,14
Payment Plans																				_		
19 Number of new payments plans, not including AMP	3,644	1,834	4,149	2,429	3,579	2,326	2,816 1	1,865	1,454	954	1,771	1,128	2,626	1,578	2,309 1,	07 1,800	790	2,642	1,037	3,672 1,513	3,138 1,296	2,557 1,19
20 Number of payment plans defaulted	5,152	2,393	4,251	2,257	3,116	1,630	3,699 2	2,033	4,055	2,319	1,713	902	1,742	1,049	1,414	2,119	1,112	2,251	1,070	1,807 840	2,067 975	2,981 1,50
21 Number of active payment agreements	8,758	3,868	9,174	4,334	8,416	4,281	6,088 3	3,299	5,950	3,149	5,816	3,221	6,367	3,652	6,705 3,	45 5,909	3,302	5,882	3,046	7,548 3,657	8,212 3,800	7,609 3,38
21.a Number of Active Step-plan agreements	5,121	2,170	5,905	2,904	5,724	3,146	4,103 2	2,443	2,762	1,518	2,190	1,252	2,101	1,290	2,059 1,	63 1,686	1,004	1,459	789	1,683 867	1,658 797	1,494 68
21.b Number of Company issued non-Step plans	3,452	1,635	3,106	1,377	2,536	1,081	1,870	817	2,859 1	1,476	3,348	1,837	4,036	2,260	4,451 2,	90 4,064	2,226	4,296	2,196	5,756 2,735	6,458 2,953	6,035 2,60
21.c Number of regulatory order non-Step plans	158	50	142	43	142	46	104	33	94	33	83	28	75	23	74	21 65	14	59	12	50 12	2 46 12	43
21.d Number of Commission sanctioned "October Rule" payment plans	27	13	21	10	14	8	11	6	235	122	195	104	155	79	121	71 94	58	68	49	59 43	50 38	37
22 Number of new budget plans, not including AMP	1,389	1,007	1,842	1,258	1,380	883	1,105	718	601	387	765	434	911	427	1,049	.07 1,055	344	1,003	415	1,173 603	1,002 517	887 5
Shut-Offs																						
23 Number of Accounts Sent Notice of Disconnection for non-payment	31,872	18,915	35,614	24,060	25,445	18,962	32,433 24	1,029	0	0	0	0	0	0	0	0 0	0	0	0	0 (0 0	0
24 Number of Service Disconnections for non-payment	0	0	0	0	10	52	11	51	0	0	0	0	0	0	0	0 0	0	0	0	0 (0 0	0
24.a Number of Service Disconnections for non-payment on accounts with NO special protection	0	0	0	0	10	52	11	51	0	0	0	0	0	0	0	0 0	0	0	0	0 (0 0	0
24.b Number of Service Disconnections for non-payment on accounts WITH a special protection	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0 0	0	0	0	0 (0 0	0
24.c Number of Service Disconnections for non-payment in excess of \$1000	0	0	0	0	6	32	7	47	0	0	0	0	0	0	0	0 0	0	0	0	0 (0 0	0
24.d Ratio of service disconnections for nonpayment to total Residential Customers	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0% 0	0.0%	0.0%	0.0%	0.0%	0.0% 0.0%	0.0% 0.0%	0.0% 0.0
25 Average balance of Service Disconnections for non-payment	\$0	\$0	\$0	\$0	\$1,864	\$1,747	\$1,745 \$3	3,760	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$0	\$0	\$0	\$0	\$0 \$0	\$0 \$0	\$0
25.a Average balance of Service Disconnections for non-payment on accounts with NO special protection	\$0	\$0	\$0	\$0		\$1,747		3,760	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$0	\$0	\$0	\$0	\$0 \$0	\$0 \$0	\$0
25.b Average balance of Service Disconnections for non-payment on accounts WITH a special protection	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0 \$0	\$0	\$0	\$0	\$0 \$0	\$0 \$0	\$0
P. I																						

		Dec-19 Jan-2 Electric Gas Electric		Jan-20	Feb-20 Gas Electric Gas		Mar-20 Electric Gas		Apr-20	May		Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20
	Restorations	Electric	Gas	Electric G	as	Electric Gas	Electric	Gas	Electric Gas	Electric	Gas	Electric Gas	Electric Ga	Electric Gas	Electric Gas	Electric Gas	Electric Gas	Electric Gas
26	Number of Service Restorations within 7 days of termination	0	0	0	0	8 36	8	29	0	0 0	0	0	0 0	0 0	0 0	0 0	0	0 0 (
26.a	Number of Service Restorations within 7 days of termination on accounts with NO special protection	0	0	0	0	8 36	8	29	0	0 0	0	0	0 0	0 0	0 0	0 0	0 0	0 0 0
26.b	Number of Service Restorations within 7 days of termination on accounts WITH a special protection	0	0	0	0	0 0	0	0	0	0 0	0	0	0 0	0 0	0 0	0 0	0 0	0 0 0
27	Average balance of of service restorations																	
27.a	Average balance of of service restorations on accounts with NO special protection	\$0	\$0	\$0	\$0	\$977 \$1,442	\$633	\$2,154	\$0 \$	0 \$0	\$0	\$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0 \$	0 \$0	\$0 \$0 \$0
27.b	Average balance of of service restorations on accounts WITH a special protection	\$0	\$0	\$0	\$0	\$0 \$0	\$0	\$0	\$0 \$	0 \$0		\$0	\$0 \$0	\$0 \$0	\$0 \$0	\$0 \$0 \$	0 \$0	\$0 \$0 \$0
28	Average duration of service disconnection for Service Restorations within 7 days of termination	0.0	0.0	0.0	0.0	1.0 1.0	1.0	1.0	0.0	0.0	0.0	0.0	0.0	0.0 0.0	0.0	0.0 0.0 0.	0.0	0.0 0.0 0.0
20	Write-Offs	1.027	1 220	2.140	1 210	1 720 1 102	1 470	054	1.572 1.10	0 1122	722	2.642 1.	722 4.502	044 1.550	946 1.831 1.	225 4.050 4.40	1 1 204	042 1 775 1 15
29.a	Number of Accounts Classified as Written-Off Number of Residential Accounts Classified as Written-Off	1,927 1.811	1,238 1.188	2,148	1,319	1,738 1,102 1,550 1.040	1,479 1,275	854 788	1,572 1,16 1.391 1.09	9 1,132 9 1,015	673	2,643 1,5 2,395 1,5	· ·	,044 1,556 978 1,435	946 1,831 1, 885 1.695 1.	-,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	1 1,384 9 1,286	843 1,775 1,152 797 1,633 1,109
29.a 29 h	Number of Nesidential Accounts classified as Written-Off Number of Commercial and Industrisal Classified as Written-Off	116	50	140	69	188 62	204	66	181 7	0 117	60	,	135 127	66 121	61 136	93 100 6	98	46 142 43
30	Dollar Value of Accounts Classified as Written-Off	\$1.186.764	\$876.905		07,733	\$1,566.865 \$874.146		\$607,826	\$1.033.307 \$832.18	-	\$469.103	\$1.567.556 \$1.192.5					5 \$879,835 \$678	
30.a	Dollar Value of Residential Accounts Classified as Written-Off	\$1,058,895	\$824,588			\$1,277,667 \$805,112	\$718,702	\$536,043	\$852,973 \$791,16	7 \$560,979	\$423,782	\$1,345,311 \$1,102,6					4 \$799,656 \$413	
30.b	Dollar Value of Commercial and Industrisal Classified as Written-Off	\$127,869	\$52,317	\$250,157 \$	69,255	\$289,197 \$69,034	\$288,926	\$71,783	\$180,335 \$41,01	8 \$170,460	\$45,321	\$222,245 \$89,9	929 \$88,588 \$3	,297 \$158,338 \$29	745 \$81,205 \$48,	962 \$77,954 \$25,26	1 \$80,179 \$265	021 \$111,054 \$17,293
31	Dollar Value of write-off recoveries	\$434,688	\$357,372	\$387,609 \$2	80,127	\$505,076 \$315,250	\$547,551	\$398,955	\$446,798 \$309,38	9 \$466,034	\$326,993	\$392,916 \$274,9	979 \$334,778 \$25	,803 \$318,825 \$208,	944 \$291,612 \$246,	137 \$654,358 \$382,13	2 \$444,220 \$299	
31.a	Dollar Value of Residential write-off recoveries	\$403,868	\$340,521		68,097	\$473,991 \$294,045	\$509,407	\$392,952	\$432,770 \$302,72	5 \$431,793	\$320,811	\$383,253 \$271,2					3 \$392,472 \$265	
31.b	Dollar Value of Commercial and Industrisal write-off recoveries	\$30,820	\$16,852		12,031	\$31,084 \$21,204	\$38,143	\$6,004	\$14,028 \$6,66	4 \$34,241	\$6,182	\$9,663 \$3,		,818 \$18,161 \$8,			9 \$51,748 \$34	
32	Dollar value of NET A/R Write-Offs	\$752,076	\$519,533			\$1,061,789 \$558,896	\$460,078	\$208,870	\$586,510 \$522,79		\$142,110	\$1,174,640 \$917,5					3 \$435,615 \$378	
32.a	Dollar Value of Residential NET A/R Write-Offs Dollar Value of Commercial and Industrisal NET A/R Write-Offs	\$655,028 \$97,049	\$484,067 \$35,465		70,382 57,224	\$803,676 \$511,067 \$258,113 \$47,829	\$209,295 \$250,783	\$143,091 \$65,779	\$420,203 \$488,44 \$166,307 \$34,35			\$962,057 \$831,3 \$212,582 \$86,2		,298 \$260,809 \$262, ,480 \$140,177 \$21,			1 \$407,184 \$147, 2 \$28,431 \$230,	
J2.U	Low Income Discount Rate	,97,049	,,,405 (CCC)	J221,204 Ş	J1,224	741,829 741,829	0,703 کې	917,779	\$100,307 \$34,35	J130,219	937,139	,212,JUZ 380,	200,410 \$3	,-00 3140,1// \$21,	, 55 501,303 \$43,	223,039 \$10	2 220,431 3230	J.1 303,001 30,454
33	Number of Low-Income Accounts	31,253	17,947	31,501	17,884	33,157 19,425	33,935	20,538	34,195 21,09	2 34,194	21,110	34,854 21,4	198 34,347 2	,390 33,480 21,	072 32,795 20,	816 31,256 20,20	7 30,649 19	959 30,811 19,400
33.a	Number of Accounts (no rider)	27,243	15,256	•	15,197	28,899 16,591	29,520	17,608	29,601 18,08		18,101	30,252 18,4		,396 28,471 17,			5 25,953 16	
33.b	Number of Accounts (with rider)	4,010	2,691	4,035	2,687	4,258 2,834	4,415	2,930	4,594 3,00		3,009	4,602 3,0	12 4,558		285 4,912 3,		2 4,696 3	105 4,732 3,115
34	Percent of customers on the low-income discount	7.1%	7.1%	7.1%	7.1%	7.5% 7.7%	7.7%	8.2%	7.7% 8.4		8.4%	7.9% 8.				.3% 7.1% 8.09		.9% 6.9% 7.7%
35	Total receipts	\$2,058,310	\$620,588	1 / - / 1 /	07,038	\$2,850,175 \$2,975,964		\$1,094,511	\$2,387,671 \$946,87		\$1,060,288	\$2,421,779 \$682,					9 \$1,903,886 \$343	
36	Total receipts paid by LIHEAP	\$10,409	\$77,683	\$47,805	\$0	\$469,602 \$2,157,484	\$61,591	\$379,556	\$67,935 \$281,12	0 \$70,629			1 - /				9 \$0	\$0 \$0 \$0
36.a	Total receipts paid by Regular LIHEAP	\$7,535	\$76,085	\$37,712	\$0	\$350,386 \$2,050,830	\$50,925	\$365,245	\$50,072 \$264,52	5 \$54,535	\$406,785	\$27,664 \$78,5	_				4 \$0	\$0 \$0 \$0
36.b	Total receipts paid by Crisis LIHEAP	\$2,874 42	\$1,598	\$10,093	Ş0 0	\$119,216 \$106,654 1,750 7,903	\$10,666	\$14,311	\$17,863 \$16,59	,	\$20,613 1,550	\$8,564 \$3,0		,870 \$3,180 \$3, 391 39		033 \$836 \$33 995 5	5 \$0	\$0 \$0 \$0 0 0
3/	Total number of customers receiving a LIHEAP payment for the month Total billed	·	\$1,035,848	\$3,011,570 \$2,5	67.252	1,750 7,903 \$2,507,299 \$2,168,793	226 \$2,553,585	1,382	219 1,01 \$2,490,755 \$1,987,73	1 305	\$1,665,886	107 \$2,320,559 \$787,0	150	,188 \$4,143,790 \$596,			5 U 4 \$2,427,344 \$1,275	
30	Delinquency	\$2,000,388	\$1,055,646	\$3,011,370 \$2,5	07,332	32,307,299 32,100,793	\$2,555,565	32,274,444	\$2,490,733 \$1,967,73	32,336,139	\$1,005,000	\$2,520,559 \$767,0	35,271,171 300	,100 \$4,145,790 \$590,	32,002,931 3012,	997 32,272,332 3070,64	4 32,427,344 31,273	122 32,373,180 31,923,073
39	Number of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill	2,635	1,296	3,184	1,730	3,257 1,557	2,776	1,159	2,784 1,25	3 2,664	1,092	2,475	2,457	776 3,164	3,349	822 2,860 90	7 2,318	950 2,199 1,27
39.a	Number of accounts reported above that have an active DPA	145	78	252	136	255 125	153	106	161 8	5 136	68	118	33 130	21 165	20 162	18 120 1	8 87	17 88 39
39.b	Number of accounts reported above without an active DPA	2,490	1,218	2,932	1,594	3,002 1,432	2,623	1,053	2,623 1,16	8 2,528	1,024	2,357	377 2,327	755 2,999	3,187	804 2,740 88	9 2,231	933 2,111 1,233
	Dollar Value of low-income delinquent accounts with oldest arrears aged 30-59 Days after issuance of a bill																	
40		\$223,635	\$103,085		93,973	\$290,456 \$188,915	\$230,123	\$118,373	\$221,363 \$138,53		1 -7	\$167,307 \$56,6	1,	,134 \$236,724 \$29,	, ,		5 \$122,747 \$28	1 . ,
40.a	Dollar value of accounts reported above that have an active DPA	\$29,058	\$8,876		19,609	\$45,354 \$20,052	\$18,362	\$12,685	\$28,120 \$24,13	7 \$14,857	\$8,423	\$13,440 \$5,3		,210 \$26,136 \$5,			0 \$7,499 \$2	
40.b	Dollar value of accounts reported above without an active DPA	\$194,577	\$94,209	\$225,250 \$1	74,364	\$245,102 \$168,864	\$211,761	\$105,688	\$193,242 \$114,39	9 \$150,316	\$68,078	\$153,867 \$51,3	343 \$147,485 \$3	,924 \$210,589 \$24,	713 \$256,432 \$18,	094 \$166,014 \$24,86	5 \$115,247 \$26	786 \$143,466 \$60,718
41	Number of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	1,898	722	3.064	1,759	1,912 1,154	2,129	1,140	1,679 99	6 1,603	906	1.462	348 1,262	633 1,377	523 1,749	502 1,793 45	3 1,616	524 1.083 502
41.a	Number of accounts reported above that have an active DPA	293	90	260	152	367 175	354	212	252 14		139	-, :	121 189	67 175	35 243	28 236 2	4 171	35 121 28
41.b	Number of accounts reported above without an active DPA	1,605	632	2,804	1,607	1,545 979	1,775	928	1,427 85	_	767		727 1,073			474 1,557 42		489 962 474
	Dellas Value of law income delian cost and with added account and CO 00 Days of the income of a bill			·								·		·		·		
42	Dollar Value of low-income delinquent accounts with oldest arrears aged 60-89 Days after issuance of a bill	\$301,815	\$106,256	\$243,814 \$1	84,793	\$400,417 \$351,183	\$438,575	\$301,716	\$339,734 \$246,17	7 \$280,664	\$189,352	\$232,237 \$142,2	295 \$216,769 \$7	,072 \$229,476 \$43,	506 \$367,830 \$36,	809 \$332,289 \$28,86	5 \$242,023 \$37	770 \$169,894 \$54,166
42.a	Dollar value of accounts reported above that have an active DPA	\$73,691	\$30,020	\$42,204 \$	21,049	\$93,470 \$68,963	\$106,277	\$65,415	\$58,447 \$42,27	1 \$56,852	\$41,542	\$46,019 \$28,2	215 \$42,345 \$,838 \$32,776 \$4,	479	931 \$59,890 \$4,81	9 \$35,960 \$3	376 \$26,361 \$5,14
42.b	Dollar value of accounts reported above without an active DPA	\$228,124	\$76,236		63,745	\$306,947 \$282,219	\$332,297	\$236,301	\$281,287 \$203,90			\$186,217 \$114,0					6 \$206,064 \$34	
43	Number of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	9,980	5,189	•	6,009	10,019 4,853	10,270	4,571	10,536 5,06	,	4,944	10,361 5,4		,736 9,774 5,			9,316 5,	
43.a 43.b	Number of accounts reported above that have an active DPA	3,301 6.679	1,275 3.914	3,506 8,181	1,251	2,834 897 7,185 3,956	2,470 7,800	763 3,808	2,304 80 8,232 4,25	2,344	862	2,531 1,0 7,830 4,4		,103 2,102 ,633 7,672 4,	,	833 2,014 84 612 7,042 4,38	1 2,023 9 7,293 4	778 1,884 63: 452 7,878 4,524
45.U	Number of accounts reported above without an active DPA	0,079	3,914	0,181	4,758	7,185 3,956	7,800	3,808	8,232 4,25	7,932	4,082	7,830 4,4	7,515	,633 7,672 4,	837 7,434 4,	012 7,042 4,38	7,293 4	4,524
44	Dollar Value of low-income delinquent accounts with oldest arrears aged 90+ Days after issuance of a bill	\$10,958,401	\$5,298,847	\$11,640,877 \$5,8	22,248 \$1	11,916,976 \$6,050,683	\$12,480,099	\$5,930.823	\$12,775,475 \$6,416,25	2 \$12,929.377	\$6,355,983	\$13,649,862 \$6,959.5	556 \$13,689,776 \$6,94	,677 \$13,825,006 \$6,769	757 \$13,840,235 \$6,211,	159 \$13,448,585 \$5,928,47	6 \$13,284,741 \$5,850	995 \$13,684,226 \$5,658,165
44.a	Dollar value of accounts reported above that have an active DPA	1 -,,	1 - 7 7 -	\$3,150,809 \$1,2		\$2,856,930 \$1,199,382	1 ,,	1 - / /	\$2,450,713 \$1,095,74		\$1,071,394					+	1 \$2,381,826 \$791	
44.b	Dollar value of accounts reported above without an active DPA	\$7,809,533	\$4,024,803			\$9,060,046 \$4,851,301	\$9,893,256		\$10,324,762 \$5,320,50	3 \$10,369,916	\$5,284,589	\$10,705,552 \$5,712,2		,549 \$11,345,369 \$5,686		146 \$10,978,684 \$5,009,03	5 \$10,902,915 \$5,059	
45	Total Number of low-income delinquent accounts	14,513	7,207	17,935	9,498	15,188 7,564	15,175	6,870	14,999 7,30	9 14,543	6,942	14,298 7,2	204 13,859	,145 14,315 7,	180 14,432 6,	769 13,709 6,59	0 13,250 6	704 13,044 6,928
45.a	Number of accounts reported above that have an active DPA	3,739	1,443	4,018	1,539	3,456 1,197	2,977	1,081	2,717 1,03	1 2,713	1,069	2,873 1,3	2,944	,191 2,442 1	2,305	879 2,370 88	3 2,281	830 2,093 698
45.b	Number of accounts reported above without an active DPA	10,774	5,764	13,917	7,959	11,732 6,367	12,198	5,789	12,282 6,27	8 11,830	5,873	11,425 6,0	10,915	,954 11,873 6,	173 12,127 5,	890 11,339 5,70	7 10,969 5	874 10,951 6,230
46 46.a	Total Dollar Value of low-income delinquent accounts	\$11,483,851		\$12,151,981 \$6,2 \$3,235,052 \$1.3									509 \$14,067,009 \$7,05		. , , , . , . , . , . ,			699 \$14,006,389 \$5,776,184
46.a 46.h	Dollar value of accounts reported above that have an active DPA Dollar value of accounts reported above without an active DPA	\$8,232,234	T-1010 . 0	1 - 7 7 1 7 -		\$2,995,755 \$1,288,396							344 \$3,057,496 \$1,28 564 \$11,009,513 \$5,77				, . ,	528 \$2,185,803 \$611,873 171 \$11,820,586 \$5,164,313
40.0	Shut-Offs	20,434,434	/4,135,247	4,8\$ ۵۷۳,۵۱۳,۵۰	70,344	\$5,5U2,384 \$5,5U2,384	10,457,515	JJ,240,39b	\$5,038,8U	310,744,044	,3,300,4//	١,//٥,٥٤ /٥٥,٤٠٥,٠٠٠),,d¢ \$11,003,513 \$5,//	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	+10 \$12,010,1/4 \$5,362,	110 \$11,417,097 \$5,057,94	υ \$11,224,220 \$5,121,	1/1 311,020,380 \$3,104,31
47	Number of low-income Accounts Sent Notice of Disconnection	209	98	436	217	217 388	269	267	0	0 0	0	0	0 0	0 0	0 0	0 0	0 0	0 0 0
48	Number of low-income Service Disconnections for Non-Payment	0	0	0	0	0 0	0	0	0	0 0	-	0	0 0	0 0	0 0	0 0	0 0	0 0 0
49	Ratio of low-income service disconnections for nonpayment to total low-income Residential Customers	0.0%	0.0%	0.0%	0.0%	0.0% 0.0%	0.0%	0.0%	0.0% 0.0	% 0.0%	0.0%	0.0% 0.	0% 0.0%	0.0%	.0% 0.0% 0	.0% 0.0% 0.09	6 0.0% 0	.0% 0.0% 0.0%
	Restorations																	
50	Number of low-income Service Restorations for non-payment	0	0	0	0	0 0	0	0	0	0 0	-	0	0 0	0 0	0 0	0 0	0 0	0 0 0
51	Average duration of low-income service disconnection for restored accounts	0	0	0	0	0 0	0	0	0	0 0	0	0	0 0	0 0	0 0	0 0	0 0	0 0 0
53	Write-Off	44-		242	140	224	400	0.5	120	4 462	F.0	225	146	70 400	C1 44C	CO 144 °	4 120	60 434 7
52	Number of low-income accounts Classified as Written-Off Dollar Value of low income accounts classified as written-off	117 \$221,451	\$153,002	212 \$227,619 \$1	149 56,739	221 141 \$352,771 \$171,090	169 \$243,353	96 \$93,228	139 10 \$167,977 \$122,48	4 113 2 \$145,060		EE3 .	146 116 527 \$87,763 \$7	70 106 ,173 \$97,382 \$59,	61 116 509 \$82,973 \$53,	60 141 8 030 \$123,130 \$82,64	4 128 4 \$129,508 \$63.	69 121 78 142 \$118,177 \$75,268
54	Dollar Value of low-income accounts classified as written-off Dollar Value of low-income write-off recoveries	\$80,007	\$62,634		50,808	\$98,214 \$38,330	\$136,027	\$93,228	\$72,847 \$45,17					,642 \$81,807 \$19			0 \$66,878 \$30 0 \$66,878	
55	Dollar value of NET low-income A/R Write-Offs	\$141,444	\$90,368	\$120,700 \$1		\$254,557 \$132,760		\$11,269	\$95,130 \$77,30					,532 \$15,575 \$39				
1		+,	+=0,500	,,	,	,: 9132,700	7-37,323	+-1,200	+,	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	7.,. 13	Ţ,0 \$50,i	, ,-3,103 y	,	, , , , , , , , , , , , , , , , , , ,	+-,555 \$55,45		

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		Dec-	19	Jan-2	0	Feb-	20	Mar-	20	Apr-2	י	May-2	20	Jun-20		Jul-20		Aug-20		Sep-20		Oct-20		Nov-20		Dec-20	
	1	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas	Electric	Gas								
	Arrearage Management Program																										
56	Number of Accounts (total enrollees in the program)	2,138	1,147	2,011	1,078	1,867	999	1,852	959	1,844	928	1,734	842	1,674	757	1,729	748	1,513	617	1,332	558	1,149	464	1,091	422	1,037	388
57	Percent of low-income customers enrolled on the AMP	6.8%	6.4%	6.4%	6.0%	5.6%	5.1%	5.5%	4.7%	5.4%	4.4%	5.1%	4.0%	4.8%	3.5%	5.0%	3.5%	4.5%	2.9%	4.1%	2.7%	3.7%	2.3%	3.6%	2.1%	3.4%	2.0%
58	Total receipts paid by enrollees	\$222,847	\$74,793	\$200,070	\$61,467	\$179,985	\$59,886	\$182,036	\$59,682	\$174,911	\$52,282	\$176,446	\$53,142	\$169,987	\$49,822	\$175,766	\$47,126	\$162,726	\$43,260	\$156,985	\$38,052	\$132,737	\$30,746	\$124,409	\$24,825	\$126,115	\$24,140
59	Total receipts paid by LIHEAP	\$2,110	\$11,530	\$36,213	\$25,870	\$74,091	\$253,815	\$7,121	\$26,905	\$4,584	\$28,185	\$10,793	\$50,571	\$3,575	\$3,715	\$11,284	\$12,390	\$4,936	\$6,198	\$11,458	\$29,620	\$0	\$0	\$0	\$0	\$0	\$0
60	Total billed to program participants, includes both arrears payment and current bill	\$425,213	\$156,771	\$319,584	\$122,285	\$333,394	\$121,349	\$314,142	\$100,333	\$264,190	\$96,089	\$293,670	\$133,017	\$523,678	\$204,455	\$557,442	\$196,236	\$515,476	\$197,220	\$519,523	\$181,162	\$431,561	\$171,062	\$446,524	\$133,140	\$417,650	\$112,082
61	Number of newly enrolled customers	128	54	163	81	164	73	149	66	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35	107	37
61.a	Number of newly enrolled customers: not associated with service restoration	128	54	163	81	164	73	149	66	95	40	122	74	319	138	213	82	101	49	111	44	103	35	108	35	107	37
61.b	Number of newly enrolled customers: associated with service restoration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
62	Number of customers exited the program	360	194	285	136	249	102	133	73	41	16	71	26	293	157	104	45	268	156	238	92	244	97	163	78	134	54
62.a	Number of customers exited the program by default	309	177	246	123	215	90	103	61	20	10	50	22	261	150	45	25	233	147	180	66	193	79	134	68	106	43
62.b	Number of customers exited the program by cancellation	51	17	39	13	34	12	30	12	21	6	21	4	32	7	59	20	35	9	58	26	51	18	29	10	28	11
63	Number of customers successfully completing a 12-month program	40	10	35	22	41	34	65	46	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19	28	12
63.a	Number of customers successfully completing a 12-month program with remaining arrears	40	10	35	22	41	34	65	46	76	49	145	97	122	85	83	57	79	31	66	16	68	28	47	19	28	12
63.b	Number of customers that have fully completed the program with full pay-down to zero arrears	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
64	Number of AMP-enrolled delinquent accounts with oldest arrears aged 60+ Days after issuance of a bill	1,823	755	1,875	834	1,586	666	1,587	625	1,526	629	1,439	633	1,420	607	1,473	607	1,222	491	1,090	419	1,012	368	950	331	885	298
65	Dollar Value of AMP-Enrolled delinquent accounts with oldest arrears aged 60+ Days	\$2,527,992	\$1,140,121	\$2,510,229	\$1,225,429	\$2,264,291	\$1,115,584	\$2,242,512	\$1,014,857	\$2,171,163	\$1,017,078	\$2,061,851	\$964,650	\$2,215,844	\$918,765	\$2,332,116	\$893,786	\$2,040,340	\$746,723	\$1,879,947	\$653,612	\$1,676,734	\$576,314	\$1,632,315	\$530,333	\$1,496,934	\$474,086
66	Number of AMP program participants receiving LIHEAP	3	16	39	33	89	306	9	33	5	34	12	62	4	5	13	16	5	8	12	38	0	0	0	0	0	0
67	Percent of AMP customers receiving LIHEAP payments	0.1%	1.4%	1.9%	3.1%	4.8%	30.6%	0.5%	3.4%	0.3%	3.7%	0.7%	7.4%	0.2%	0.7%	0.8%	2.1%	0.3%	1.3%	0.9%	6.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Note: The collection agency referral process is automated. Therefore, agencies continued to receive referrals, but made no collection efforts due to COVID-19.

UPDATE: Effective 10/1/2020, collection agencies are working all referrals.

1,857 1,235 1,539 1,032 1,510 944 1,819 1,055 2,183 1,291 1,593 984